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Application Number	10/664,473
Filing Date	9/17/2003
First Named Inventor	Carey E. Garibay
Art Unit	3621
Examiner Name	
Attorney Docket Number	BEAS-01454US7

Total Number of Pages in This Submission

3

ENCLOSURES (Check all that apply)

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Joseph P. O'Malley Fliesler Meyer LLP
Signature	
Date	February 19, 2004

Reg. No.: 36,226

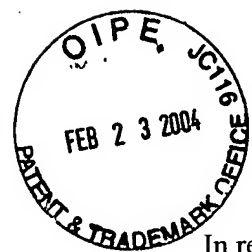
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application

Inventor(s): Garibay, et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2001

Title: SELF-SERVICE CUSTOMER LICENSE
MANAGEMENT APPLICATION ALLOWING
SOFTWARE VERSION UPGRADE AND
DOWNGRADE

PATENT APPLICATION

Art Unit: 3621

Examiner:

Customer No. 23910

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

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 (Signature)

Teri Muir

Signature Date: February 19, 2004

PRELIMINARY AMENDMENT

Art Unit 3621
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Before examining the subject application, under Rule 37 C.F.R. 1.78 (5)(i) and 1.78(5)(ii); this amendment is being submitted within the sixteen months from the filing date of the prior filed provisional applications and we respectfully request that the application be amended as follows.